

# **CRAVEN COUNTY, NORTH CAROLINA**

## **Employment Vacancy Posting**

**POSITION:** Customer Service Supervisor (86-1)  
**LOCATION:** Craven County Water Department  
**HIRING RANGE:** \$34,630 - \$36,293  
**JOB TYPE:** Full-time/Permanent/Non-Exempt  
**POSTING DATE:** September 25, 2015  
**DATE AVAILABLE:** Immediately  
**CLOSING DATE:** October 5, 2015

### **PRIMARY PURPOSE OF POSITION**

The primary purpose of this position is to provide supervisory and administrative work of an accounting nature in directing customer service activities of the County Water Department.

### **ESSENTIAL JOB FUNCTIONS**

Assigns, directs and supervises activities of the Water Customer Service Programs through direct or delegated supervision, ensuring adherence to established policies, procedures and standards. Assists and advises subordinates, as necessary, resolving problems as non-routine situations arise. Administers or makes recommendations for routine personnel matters affecting subordinates, including interviewing applicants, hiring, assigning, scheduling, promoting, disciplining, terminating, etc., preparing and submitting various reports and records as required by Department management. Develops budget proposals and administers approved budgets. Approves requisitions, invoices, payroll and other expenditures. Directs and participates in taking applications for initiating service and terminating accounts. Supervises handling of in-person telephone and mail inquiries concerning customer service. Directs correspondence pertaining to collection of delinquent bills. Reviews problem accounts and approves adjustments as necessary and approves cut-off lists. Supervises proper gathering and processing of information from utility meters. Posts meter charge tickets. Makes bank deposits and obtains operating money for Customer Service Clerks.

### **ADDITIONAL JOB FUNCTIONS**

Interpersonal communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments and/or directions to subordinates or assistants.

### **MINIMUM EDUCATION AND EXPERIENCE**

Graduation from high school supplemented by college-level course work in bookkeeping, accounting or a related field, with a bachelor's degree preferred, and 3 to 5 years of experience in collection or bookkeeping procedures including supervisory experience; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

### **HOW TO APPLY**

Contact the Division of Employment Security for an official NC State Application (PD107) or download the application from <http://www.oshr.nc.gov/jobs/general.htm>. Applicants must be registered at [www.ncworks.gov](http://www.ncworks.gov) prior to submitting an application. Resumes will not be accepted unless accompanied by a completed application. Apply to Division of Employment Security, 2836 Neuse Blvd, New Bern, NC 28560. Craven County Department contact for questions is Rusty Hayes at 252-636-6615.

Craven County is an Equal Opportunity Affirmative Action Employer

